

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 2, 2018/2019

### **BIN1014 – INTRODUCTION TO ENTERPRISE RESOURCE PLANNING**

(B01)

9<sup>th</sup>. March 2019  
14:30pm – 16.30pm  
(2 Hours)

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#### **INSTRUCTIONS TO STUDENTS**

1. This question paper consists of **THREE (3)** printed pages including cover page.
2. Answer **ALL** questions in the answer script given.
3. Marks are shown at the end of each question.

**ESSAY QUESTIONS (100 Marks)**

There are **FOUR(4)** questions in this section. Answer **ALL** questions.

**Question 1**

(a) Explain how ERP systems manage the process from sales to delivery in terms of :

- |       |                                       |           |
|-------|---------------------------------------|-----------|
| (i)   | operational efficiency                | (5 marks) |
| (ii)  | handling complex transaction          | (5 marks) |
| (iii) | supply chain management and lead time | (5 marks) |
| (iv)  | communication and                     | (5 marks) |
| (v)   | inventory & warehouse management      | (5 marks) |

**(Total: 25 marks)**

**Question 2**

- (a) What are the features of the Materials Management module? (9 marks)
- (b) Explain the major functions and **ANY THREE (3)** applications of the Materials Management System? (16 marks)

**(Total: 25 marks)**

**Question 3**

- (a) Define MRP and explain the purchasing group and valuation area concept in Material Management Process (8 marks)
- (b) Explain how Sales & Distribution (SD) and Material Management (MM) processes are connected in SAP. (5 marks)
- (c) Describe a 'Sales Order' and the elements that contain in a sales order. (12 marks)

**Question 4**

- (a) What is CRM and explain the basic functions of CRM Module in ERP? (10 marks)
- (b) What are the functions of Quality Management module? (15 marks)

**(Total: 25 marks)**

**End of Page**